

2011 Health Carrier Company Complaints

Company Name	# of Complaints	Complaint Ratio	Complaint Index	Market Share	Premium
COMMUNITY HEALTH PLAN OF WASHINGTON	7	0.00001	0.13501	6.22%	\$468,938,653
GROUP HEALTH COOPERATIVE	44	0.00004	0.35827	14.74%	\$1,110,725,965
KAISER FOUNDATION HEALTH PLAN OF THE NORTHWEST	13	0.00004	0.38788	4.02%	\$303,124,135
WILLAMETTE DENTAL OF WASHINGTON INC	2	0.00004	0.40501	0.59%	\$44,661,690
GROUP HEALTH OPTIONS INC	58	0.00006	0.53691	12.96%	\$976,995,706
PREMERA BLUE CROSS	136	0.00008	0.70586	23.13%	\$1,742,578,567
KPS HEALTH PLANS	5	0.00009	0.80868	0.74%	\$55,919,673
REGENCE BLUECROSS BLUESHIELD OF OREGON	9	0.00010	0.94890	1.13%	\$85,781,458
PROVIDENCE HEALTH PLAN	3	0.00011	0.95407	0.37%	\$28,438,691
DENTAL HEALTH SERVICES INC	1	0.00012	1.06639	0.11%	\$8,481,172
UNITEDHEALTHCARE OF WASHINGTON INC	2	0.00014	1.28912	0.18%	\$14,031,562
WASHINGTON DENTAL SERVICE	65	0.00016	1.46446	5.32%	\$401,425,811
ASURIS NORTHWEST HEALTH	41	0.00018	1.64312	2.99%	\$225,676,115
REGENCE BLUESHIELD	324	0.00018	1.64441	23.65%	\$1,781,986,736
LIFEWISE HEALTH PLAN OF WASHINGTON	123	0.00043	3.90261	3.78%	\$285,049,236